

## **Electric Service Quality Workshop 3 Customer Service Issues**

**When:** July 21, 2003 9:30 am – 4:30 pm

**Where:** Indiana Government Center, South  
302 W. Washington, Conference Rm B  
Indianapolis, IN 46204

**9:30 am** Opening remarks  
Status report on outage reporting procedures  
Status report from Working Group on reliability reporting

**10:00 am** Discussion of Telecommunications Service Quality Rules as a model for Electric Service Quality Rules

- Overview by General Counsel – Kris Wheeler
- Discussion of specific sections of the telecom rules – questions to be considered;

Section 7-1.2-3 of the telecom rules addresses Records and Reports, in general, is there anything in this section that is not already required of electric utilities under current rules?

Section 7-1.2-4 Tariffs; maps of service area

- (a) – (c) The Commission is finding that there are problems with service territory maps maintained at the Commission – some maps are missing and it is difficult to tell if the maps are up-to-date. Is there a better way to maintain and update service territory maps?

### **Supplemental Questions – Utility Service Area Maps**

1. How do the Commissions mylar service area maps support, or hold value for, your utility?
2. Describe the Software supported by your IT systems.
  - MS Windows?
  - CAD?
  - GIS?
  - Website?
  - Other?
3. How does your utility internally record & track service area assignments?

(e) Requires utilities to post tariffs to their websites and maintain tariffs in an electronic format – if the utility has a website, are the tariffs posted and updated, when necessary, in a timely fashion?

#### Section 7-1.2-10 Extension of facilities

IAC 4-1-27 addresses line extensions for electric utilities. It seems that line extensions are becoming more expensive and the 30-month rule does not adequately recover those costs. Should the Commission consider changing or modifying this rule? Suggestions?

#### Section 7-1.2-13 Trouble reports

(b) and (c) set standards to minimize the extent and duration of service interruptions. Would it be reasonable to apply the same standards (92%/24 hours and 90%/48 hours) to electric utilities? Why or why not?

If these telecom standards are not reasonable for electric utilities, what would be reasonable standards?

#### Section 7-1.2-16 Answering times

Could the standards for telecom be applied to electric utilities? Why or why not?

If these standards are not reasonable for electric utilities, what would be reasonable standards?

**Noon**            Lunch break

**1:30 pm**        Other Customer Service Issues – Issues arising from customer calls to IURC Consumer Affairs.

How do electric utilities assure the accuracy of meters? Electric rules provide for periodic testing but do the utilities do any kind of monitoring to catch faulty meters?

How do the utilities handle situations where they cannot get access to meters?

What are the policies regarding a co-applicant on a customer account?

Rule 1.3 Telecommunication Customer Rights and Responsibilities Section 1.3-3 (h) and (i) address customer deposits, interest on customer deposits and the return of customer deposits. How does this rule compare to electric utility rules?